

# STATE OF TENNESSEE

## TREASURY DEPARTMENT

### CLASS SPECIFICATION

**Class Title**

Information Resource Support Specialist

**Salary Grade/Range****Functional Title**

Information Resource Support Specialist

**Employee(s)****Position Number****Effective Date**

July 01, 2011

**Non-Civil Service Division****SUMMARY**

This position is under the general supervision of the Infrastructure and Security Manager. The focus and emphasis of this position is network configuration, documentation and support; security training; and investments division support.

**EXAMPLES OF DUTIES AND RESPONSIBILITIES**

- Document and maintain procedures for responsible task in BrainKeeper.
- Assist in documenting and maintaining network schematics.
- Assist in supporting InfraStructure beyond Treasury including QED, Bloomberg, TradeWeb and other Investment Division applications.
- Assist in firewall configuration, monitoring and support
- Develop and maintain documentation.
- Assist in maintaining Syslog servers – monitor firewall traffic.
- Assist in developing and maintaining security key performance indicators.
- Assist to configure, support and monitor HP SiteScope Monitoring.
- Assist in configuration and support for patch management systems Shavlik and WSUS.
- Assist in Unix applications hosted by OIR.
- Participates in asset protection processes including encryption, vulnerability mitigation and elimination, and system configuration hardening.

- Assist in hard disk encryption.
- Assist in policy development and implementation for Active Directory.
- Assist in ISO 27002 security audit.
- Assist in Symantec Endpoint Protection deployment and monitoring
- Participate in deployment and decommissioning of infrastructure resources and destruction of obsolete data
- Assume other duties or responsibilities as assigned.

### **MINIMUM QUALIFICATIONS**

- Exceptional customer service attitude and manner.
- Graduation from an accredited college or university with an Associate or Bachelor's degree in Information Systems or Computer Science.
- Mandatory 2-3 years in comparable technical customer support position(s).
- Criminal background check and social security number trace is required for this position.
- Stand; walk; sit; use hands or fingers, handle, or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk and hear. The employee must occasionally lift and/or move heavy objects (average 50 pounds). Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Ability to work in a team environment as well as individual task.
- Analytical Thinking.
- Problem-Solving Thinking.
- Desktop application knowledge.
- Detail Oriented.
- Excellent Communication Skills (written and oral).
- Customer Service Attitude and Manner.
- Operate, install, maintain, configure, and troubleshoot a variety of computer equipment and peripherals.
- Specific technology certifications a plus (examples: DoD 8570, CompTIA Security +, or GIAC Security).
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

### **RECOMMENDED COMPETENCIES**

- Knowledge of Treasury and Retirement business functions and workflows a plus.
- Knowledge of Encryption Technologies, Intrusion Detection Systems, Intrusion Prevention Systems.
- Knowledge of Treasury applications, network, architecture and data.
- Technology Expertise with emerging trends, business resumption and security concepts.
- Financial or accounting background a plus.
- Occupational hazards and standard safety practices necessary in the area of work.